



Memo: New One Referral Form for Behaviour Support Services in Toronto Region

Behaviour Supports for Seniors Program (BSSP) in Toronto Central region is pleased to share that we are implementing a new One Referral Form for Behavioural Support Services in Toronto region. This will replace the previous referral forms for each sector in order to streamline the referral process and simplify access to our services. Please see the new referral form attached to this memo.

Valuably, any clinician in any setting can make a referral to the Behaviour Support Coordinating Office. The referral is a one page form that can be emailed or faxed as needed. In addition to our new referral form, we are implementing more fulsome intake, triage and navigation supports so that every client referred to us is able to access the right behavioural support services at the right time including transitional supports.

Once a referral has been made, our BSO teams have access to internal specialty resources such as our Addictions Specialist and Caregiver Specialist to assist in complex cases where there may be a barrier for treatment or transition. The team can also escalate the most severe and complex cases to our Virtual Behavioural Medicine (VBM) program or Complex Case Resolution Table (CCRT) as needed.

BSSP proudly operates as an integrated team between the Alzheimer's Society of Toronto (AST), Baycrest, Home and Community Care Support Services (HCCSS), LOFT Community Services, University Health Network (UHN), and WoodGreen Community Services.

The new BSO One Referral Form will take effect Monday, April 24, 2023.

Referring to your team - Behaviour Supports Toronto Coordinating Office

To access any BSO services within Toronto Central region, please contact the Behaviour Supports Toronto Coordinating Office which is your "One Stop Shop" for all behaviour supports across settings and teams.

P: 416-785-2500, ext. 2005 or toll-free at 1-844-785-2500;

Fax: 647-788-4883

Email: behaviouralsupport@baycrest.org

Thank you to all our referral partners, please reach out to us with any questions.

Best regards,

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